OIT

Maryland Department of Health and Mental Hygiene

virtru

A Cheat Sheet
Office of Information Technology

Topic: Virtru for Encrypted Email

Contents

What is Virtru?

Virtru is a tool for sending and viewing encrypted email. It runs as an extension within your Google Chrome browser. It allows you, and it sometimes prompts you, to encrypt email that you compose and send from your *maryland.gov* account. It also allows your recipients to read the encrypted email in a secure web-based viewer that is hosted by Virtru and is branded with the State logo. For email from one *maryland.gov* account to another *maryland.gov* account, Virtru is not needed, because email within the *maryland.gov* domain is already encrypted (both when it is "in motion" and when it is "at rest").

How to Request Virtru Authorization

- If you were previously authorized for Zixcorp for encrypted email, you do not need to request a new authorization for Virtru. The Department of IT (DoIT) will de-authorize your Zixcorp service and will authorize your Virtru service automatically by start of business, Friday, July 1.
- For all others, you must ask your manager to submit a request for Virtru at https://servicedesk.dhmh.maryland.gov/. The Virtru subscription is approximately $23 annually against your organizational unit's budget.

How to Install Virtru

After service has been authorized for your *maryland.gov* account, you may need to install the Virtru extension within your Google Chrome browser. The process is different for PCs that OIT supports versus PCs that your own unit's IT team supports.

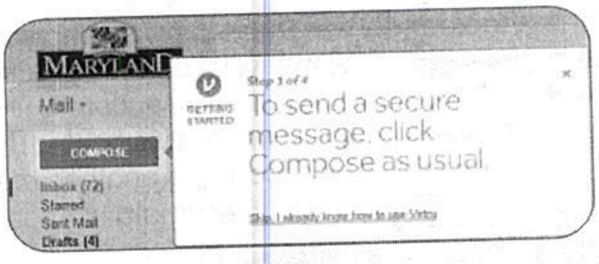
- For PCs that OIT supports, OIT will install the Virtru extension in your Google Chrome browser automatically by Friday, July 1. Installation of the extension will occur even for those OIT-supported PCs whose users are not authorized to use the Virtru service.

- For PCs that OIT does not support, either the local IT team will need to perform a background install or an Administrator for the PC will need to perform a manual install, as described immediately below.
- For a manual install, you must click on the Customize button in the upper right of your Google Chrome browser, select Settings in the drop-down menu, and click on the Extensions link in the left-hand navigation pane. At the bottom of the extensions page, click on the Get more extensions link, then search for Virtru in the search box for the store. Finally, click the Add to Chrome button to install the Virtru Email Encryption extension in your browser.

How to Activate Virtru

After the Virtru extension has been installed, you will see the Virtru icon in the upper right of your browser. You must now activate the service for your email account, the trigger for which is the composition of a new email. The three steps for activating service are:

1. Click the *Compose* button.

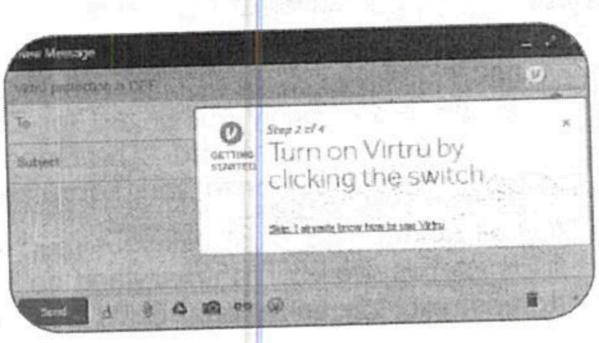


Step 1 of 4

To send a secure message, click Compose as usual.

Skip, I already know how to use Virtru

2. Click the *Virtru Switch* in the upper-right corner of the message.



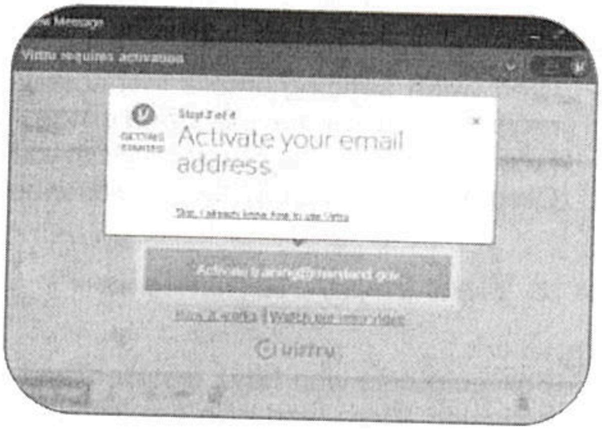
Step 2 of 4

Turn on Virtru by clicking the switch.

Skip, I already know how to use Virtru

3. Click the green *Activate* button to complete your account activation.

4. Click the "X" to close any remaining prompts.



Virtru requires activation

Step 2 of 4

Activate your email address.

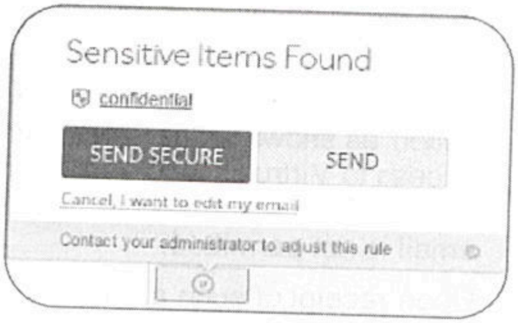
Skip, I already know how to use Virtru

Message
GETTING STARTED
×
Activate training@maryland.gov
How it works | Watch our intro video
virtru

How to Send Encrypted Emails

Once Virtru is activated, you will notice changes and a few quirks when using Google Mail.

- By default, Virtru will be turned on for all messages. You may want to consider moving the Virtru Switch to the Off position and turning it back on *only* for messages containing Personally Identifiable Information (PII) or sensitive information, which must be encrypted.
- When composing a message in Gmail, the cursor may no longer position itself automatically in the *To* field. Simply press the *Tab* key on your keyboard to move the cursor to the *To* field before addressing the message.
- With Virtru, there is no longer a need to include the word *Confidential* in the Subject of a message to activate encryption. Instead, Virtru automatically encrypts messages when it detects credit card numbers or a social-security numbers. In addition, it suggests encryption for a message if it detects the words *confidential* or *password*. The auto-detect settings are controlled by DoIT and may change at any time.



Sensitive Items Found

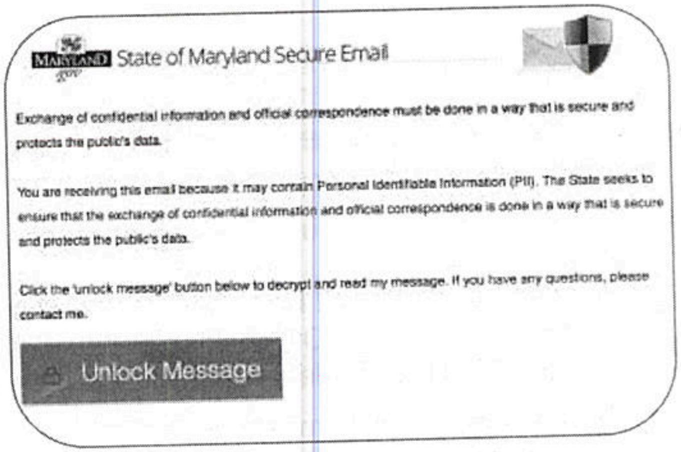
Contact your administrator to adjust this rule

- The Confidentiality Notice in the footer for *maryland.gov* email triggers Virtru to suggest encryption (per the screenshot). Thus, when you reply to an email or forward an email that is from a *maryland.gov* account, Virtru will detect potentially sensitive information and will prompt you to send the note securely. If the note does not in fact contain sensitive information, you can send without encryption.
- Whereas a newly composed message does not contain the footer information until after it has been sent, Virtru will not detect the *confidential* keyword and therefore will not suggest encryption unless you have included potentially sensitive information in the body of your note.

- When it encrypts an email, Virtru encrypts attachments as well as the body of the email itself. To attach multiple files, drag and drop the files into the body of the message.
- The Virtru extension will be installed only for Google Chrome. Thus, Google Chrome must be used when sending emails that contain sensitive information (at least if the email is going to a recipient outside the *maryland.gov* domain). To send secure emails from a non-work computer (such as your home/personal PC), you will need to install the Virtru extension for Google Chrome on that computer, as described above.

How to View Encrypted Emails

- For recipients who have installed and activated Virtru, and who are using their Google Chrome browser, an email that was encrypted with Virtru will render for viewing per normal. The recipient does not need to take extra steps to read the email and is able to forward the encrypted email to others.



State of Maryland Secure Email

Exchange of confidential information and official correspondence must be done in a way that is secure and protects the public's data.

You are receiving this email because it may contain Personal Identifiable Information (PII). The State seeks to ensure that the exchange of confidential information and official correspondence is done in a way that is secure and protects the public's data.

Click the 'unlock message' button below to decrypt and read my message. If you have any questions, please contact me.

- For recipients who are not activated for Virtru and/or are not using their Google Chrome browser, an email that was encrypted with Virtru will need to be viewed via the Virtru Secure Reader, which runs in any of the leading Web browsers. Any such recipient of an encrypted email will receive a notification that includes an *Unlock Message* button as shown in the screenshot. Clicking this button launches a Web page that gives access to Virtru's Secure Reader, in which the encrypted email and any attachments can be viewed; from which secure replies may be sent; and in which the forwarding of the encrypted email is not permitted.
- Upon receipt of such a notification, the recipient must verify their identity in order to launch the Virtru Secure Reader. Verification requires the recipient of your encrypted email to supply a valid email address, then respond to a verification email from Virtru. The verification email contains a link that brings the recipient of your encrypted email back to the State-branded Virtru site, where the recipient will be given access to the Virtru Secure Reader.

How to Learn More

- Virtru is available for mobile devices. Please see the Mobile Devices section of DoIT's Virtru Admin Information page for options.
- Additional settings, such as encrypting for a period of time, removing encryption after sending and revoking read capability, are available in the Virtru Dashboard. For more information, see DoIT's Virtru site.
- DoIT's Google Apps for Work site has some information to assist you in the transition, including a few short training videos that will get you started. Additionally, Virtru has a great website, full of helpful information.
- Please direct any questions on using this application to the OIT Help Desk either by submitting a ticket, which is the preferred method of reaching OIT for non-urgent questions, or by calling 410.767.6534.